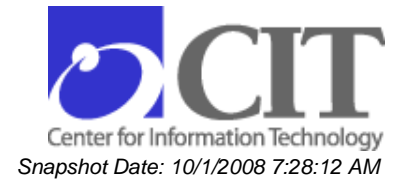


Customer Service Report for HSB

For the period: Monday, September 01, 2008 12:00:00 AM to Tuesday, September 30, 2008
11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	3	1	0	0	0	1	0	0	2	1	2
Edit Account	2	0	0	0	0	0	0	0	2	0	1
Application Support											
COTS- Other/Recommend	1	0	0	0	0	0	0	0	1	0	7
General Info	1	0	0	0	0	0	0	0	1	0	5
Sharepoint-General Information	2	0	0	0	0	2	0	0	0	0	0
Sharepoint- Install/Uninstall	1	0	0	0	0	0	0	0	1	0	7
Sharepoint- License/Purchase	1	0	0	0	0	1	0	0	0	0	0
Sharepoint- Troubleshoot	1	0	0	0	0	0	0	0	1	0	7
ASR											
Colocation-ON	0	0	0	1	0	1	0	0	0	0	0
Oracle	0	0	0	64	0	6	0	0	58	0	0
Other	0	0	0	92	0	9	0	0	83	0	0
SQL	0	0	0	12	0	7	0	0	5	0	0
Unix	1	2	0	182	0	26	0	0	159	0	0
Windows	0	3	0	28	0	5	0	0	24	2	0
Back Office Support											
Active Directory	0	1	0	0	0	0	0	1	0	0	21
Backup/Restore	6	0	0	1	0	1	0	0	6	0	7
File Hosting	1	0	0	0	0	0	0	0	1	0	4
Permissions/Shares	3	0	0	0	0	0	0	0	3	0	10
CIT Categories- General Information											
General Info	0	1	0	1	0	1	1	0	0	0	0

Customer Service Report for HSB

For the period: Monday, September 01, 2008 12:00:00 AM to Tuesday, September 30, 2008
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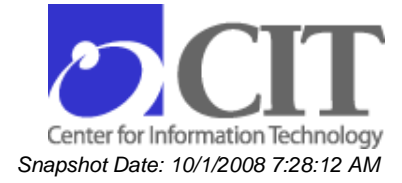


	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Connectivity											
Data lines	0	1	0	0	0	0	1	0	0	0	0
TCP/IP	0	6	0	0	0	0	0	0	0	6	0
Email											
Exchange Email	0	1	0	0	0	0	1	0	0	0	0
General Information											
Inquiry	2	0	0	1	0	1	0	0	2	0	7
Hardware											
Printers/Config/Setup	1	0	0	0	0	0	0	0	1	0	11
Printers/Install/Build	1	0	0	0	0	0	0	0	1	0	5
Servers/Maint	0	0	0	1	0	0	0	0	1	0	5
Surplus	0	1	0	0	0	0	0	1	0	0	25
Local LAN											
LocalLAN/Connectivity	1	0	0	0	0	0	0	0	1	0	10
NIH Services											
Other	1	0	0	0	0	0	0	0	1	0	5
NIHnet											
Network Sec-Firewall	0	1	0	0	0	0	0	0	0	1	0
Security											
Alert Message	0	0	0	1	0	0	0	0	1	0	0
Web Site Issue (non-CIT)											
Development	1	0	0	0	0	1	0	0	0	0	0
Inaccessible	1	0	0	0	0	0	0	0	1	0	11
Other	2	0	0	0	0	1	0	0	1	0	2
Grand Total:	33	18	0	384	0	63	3	2	357	10	1

Total Tickets Closed: 369
Total Tickets Assigned/Pending/Checked Out: 66

Customer Service Report for HSB

For the period: Monday, September 01, 2008 12:00:00 AM to Tuesday, September 30, 2008
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Total Tickets Created: 435